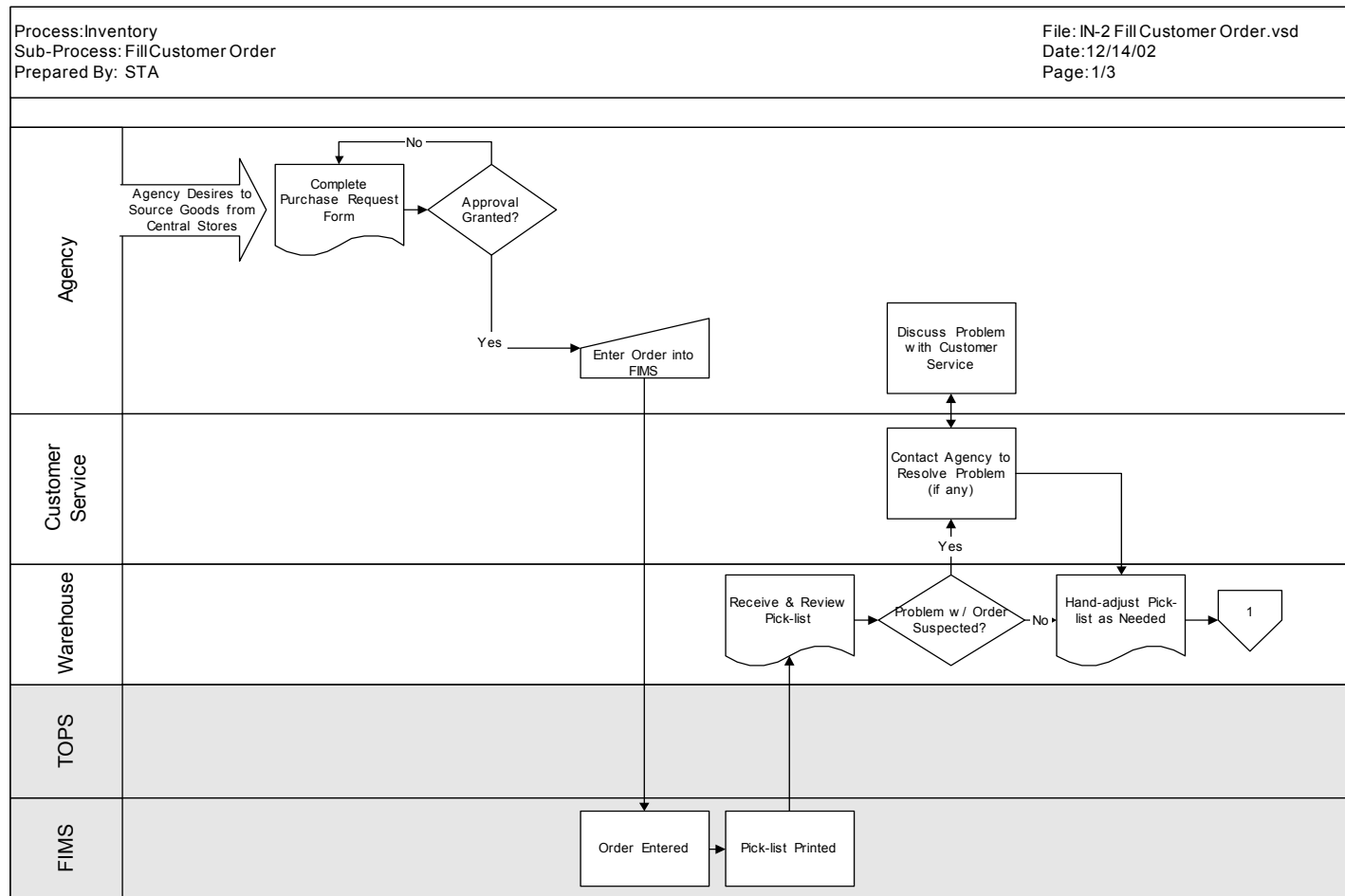


Process Name: Inventory (Central Stores)		Process Identifier: IN	
Sub-Process Name: Fill Customer Order		Sub-Process Identifier: IN-2	
Sub-Process Purpose and Objectives: To fill customer orders in an efficient and effective manner.			
Sub-Process Description: The sub-process begins when a customer (agency, etc.) desires to obtain goods from Central Stores. An authorized user at the customer site enters an order into the FIMS system, and the FIMS system automatically prints a pick-list that is used in the Warehouse to pull items from inventory. If it is suspected that there is a problem with the order, Customer Service contacts the customer regarding the matter, and the pick-list is hand-adjusted if necessary. The Warehouse pulls the items on the pick-list and verifies each order. Once verified, the order is packed and sent to Delivery Staging, and the order is shipped to the customer. After the order is sent to Delivery Staging, Warehouse personnel enter pick-ticket information into FIMS (inventory is updated – 16's & 25's).			
At month end, the Billing Department generates a month-end report in FIMS. The Billing Department then generates a billing extract from FIMS that is transmitted to STARS for posting.			
Also at month end, The Billing Department generates invoices for customers that do not use STARS. If invoices are more than 90 days past due, those invoices are sent to the customer by Administration at Central Stores; otherwise, the Billing Department sends the invoices to the customers. The sub-process flow then transfers to the Revenue Collections process.			
Sub-Process Trigger(s): <ul style="list-style-type: none">This sub-process is triggered by a customer's desire to obtain items from Central Stores.		Key Sub-Process Participants: <ul style="list-style-type: none">Agencies (including Customers That Do Not Use STARS)Customer ServiceWarehouse PersonnelDelivery Staging PersonnelBilling DepartmentAdministration at Central Stores	
Inputs:			
Input	Format	Volume/Time	Suppliers
Customer orders	Electronic		FIMS system

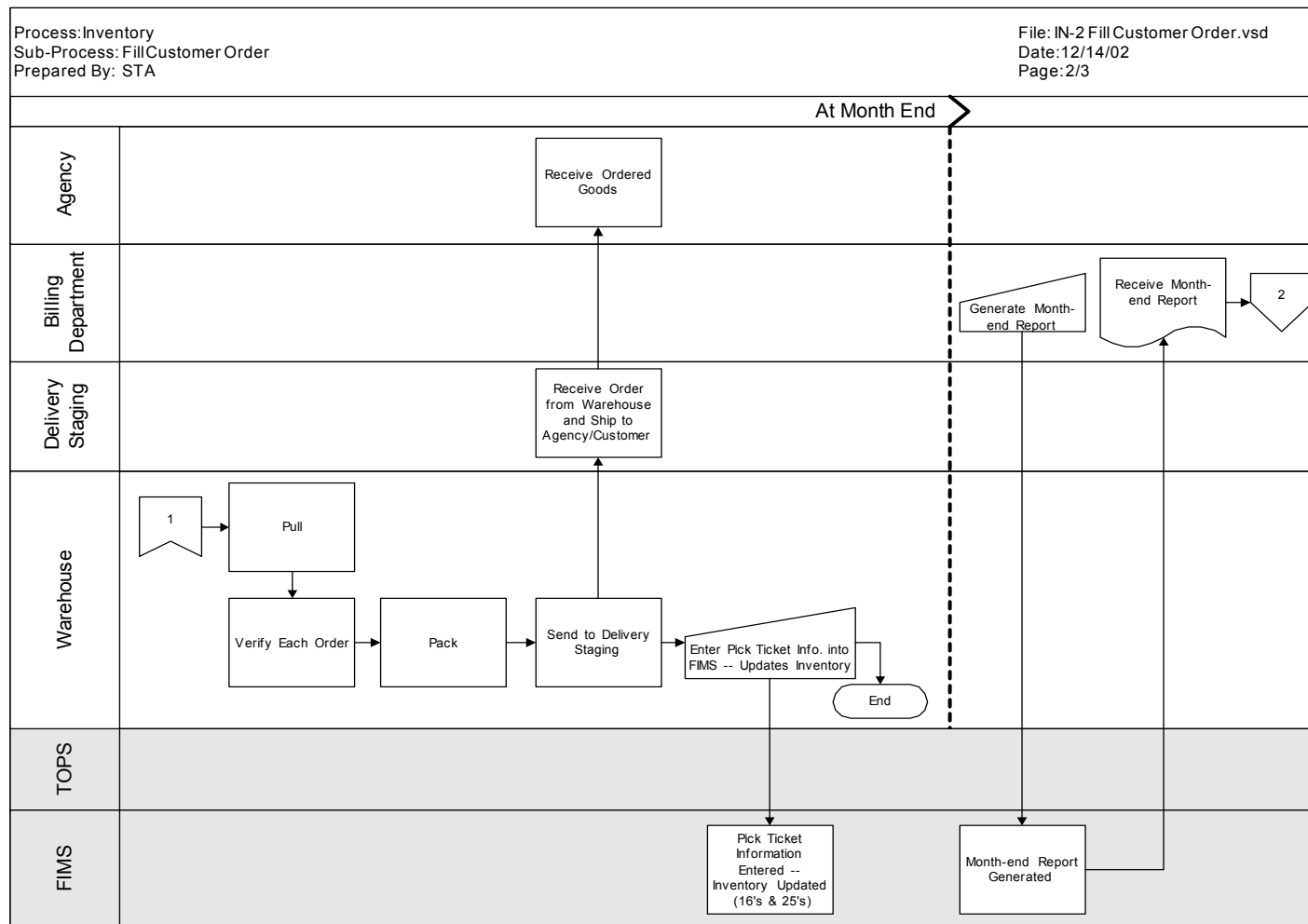
Process Name: Inventory (Central Stores)		Process Identifier: IN	
Sub-Process Name: Fill Customer Order		Sub-Process Identifier: IN-2	
Month-end report from FIMS	Paper	1 per month	FIMS system
Outputs:			
Output	Format	Volume/Time	Recipients
Shipped goods	Goods		Customers
Inventory transactions	Electronic		
Billing extract from FIMS	Electronic	1 per month	STARS system
Bills for customers that do not use STARS	Paper		Customers that do not use STARS
Performance Measures Tracked:			
Measure	Approx. Value	Target Value	
Laws, Regulations, and Policies That Govern Sub-Process: (1) Accounting policy (2) Inventory policy (3) State code (4) federal code			
Current Sub-Process Issues/Problems:			
Improvement Opportunities:			
Opportunity <i>Merge cells to link one Opportunity to multiple impacts)</i>	Organizational Impacts <i>(Individually list and describe laws [L] regulations [R], and policies [P], as well as cultural [C] considerations for each opportunity)</i>		
Implement bar-code technology to aid in picking from stock and updating inventory balances			
Implement the ability to send, electronically, invoices to customers that do not use STARS			

Process Name: Inventory (Central Stores)	Process Identifier: IN
Sub-Process Name: Fill Customer Order	Sub-Process Identifier: IN-2
Applications that Support the Sub-process	
Application Name(s) <i>(Internal name and vendor's name)</i>	Technology Description <i>(Programming vendor, language, platform, database, etc.)</i>
TOPS	TOPS is based on a system that was developed by Information Management Specialists, Inc.; the company conducts business under the name of Informs. Informs' name for the system is Advanced Government Purchasing System (AGPS). The system is written in COBOL and runs on a mainframe.
FIMS	

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